# GOVERNMENT OF INDIA
# RAILWAYS
# LOK SABHA

UNSTARRED QUESTION NO:3436
ANSWERED ON:10.08.2015
Irregularities in Confirmation of Railway Tickets
Azad Shri Kirti (JHA);Choudhary Shri Ram Tahal;Jadhav Shri Prataprao Ganpatrao;Khaire Shri Chandrakant Bhaurao;Laguri Smt. Sakuntala;Mishra Shri Anoop

**Will the Minister of RAILWAYS be pleased to state:**

(a) the details of the procedures followed for the allotment of berths/seats under the Headquarters Quota/Emergency Quota in trains;

(b) whether the complaints have been received regarding confirmation of tickets by the agents on the fake recommendation letters of the public representatives and if so, the action taken in this regard;

(c) whether some of the railway officials are also involved in this Malpractice and if so, the details of officials found guilty and the action taken against them during the last three years, zone-wise; and

(d) the corrective measures taken by the Railways in this regard?

## Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a): Allotment of Emergency quota is handled only by designated officials of Railway Board, zonal Railway headquarters, divisional Railway headquarters etc. With a view to ensure uniformity and transparency in allotment of Emergency Quota, procedural guidelines have been issued by Railway Board.

(b) & (c): Sporadic instances of written recommendations of public representatives turning out to be fake do come to the notice of Railway Administration. However, there is no record of involvement of Railway officials in such malpractices.

(d): Preventive checks are conducted by Commercial/ Vigilance Departments in which, inter-alia, the bonafide of passengers who have been allotted confirmed accommodation out of Emergency Quota are verified. Complaints of irregularity are duly investigated and if found substantiated attract disciplinary action against the delinquent officials.
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